Position Description: Youth AOD Outreach Worker

Vision: A community where all young people are valued included and have every opportunity to thrive

Purpose: To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

Values:

- Honesty: We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation
- Empowerment: We create a positive environment for staff and young people to make valuable contributions
- Acceptance: We accept and value the diversity of people, cultures and life’s experience
- Respect: We respect the rights of others and treat others as we would like to be treated

Location: Youth AOD Outreach worker: 1 x Sale location; 1 x Leongatha location

Employment Status: 2 x 1 FTE/76 hours per fortnight – Fixed Term Contract until June 30th 2018

Remuneration: Annual salary (SCHADS Level 5 dependent on qualifications and experience) plus 9.5% Employer superannuation, salary packaging

Responsible to: Manager, Inner Gippsland

Direct reports: NIL

Primary Purpose: As a member of a multidisciplinary team, the Youth AOD Outreach Worker provides crisis intervention, assessment, case work / case management services and ongoing support to minimise the harm of alcohol and drug use to the young person. Youth AOD Outreach Workers are required to work independently across a range of life areas with support from the team and supervisor.

Key responsibilities: Direct service activities, secondary consultations, referral networks and pathways, administration, program development, compliance and professional conduct. As part of the role the Youth AOD Outreach Worker will form co-operative and collaborative relationships with other service providers to avoid duplication of services and maximise the use of available resources.
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Position Context
The Youth Support + Advocacy Service (YSAS) has been commissioned by the Gippsland Primary Health Network (GPHN) and will work in partnership together to deliver Place Based Youth Alcohol and Other Drug Outreach services to young people aged between 12-25 years who are experiencing problems relating to their use of alcohol and other drugs. The Youth AOD Outreach program will target young people residing in the South Gippsland, Wellington and Bass Coast Local Government Areas. The services provided and the outcomes it generates will be monitored and reported to the GPHN on a regular basis throughout the term of the project. The service is expected to provide support to clients who are experiencing multiple and complex health and psychosocial issues relating to substance use in addition to those who are demonstrating the early and emerging signs of problematic AOD use. Crucially, the services provided will be flexibly delivered and predominantly through the mode of assertive outreach into the community and in places and spaces where young people are most comfortable in accessing support. The program will also be expected to develop strong links with schools and other youth services throughout the region to develop initiatives which promote help seeking and harm minimisation information.
Position Description: Youth AOD Outreach Worker

Key Responsibilities

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<tr>
<th>Key Area</th>
<th>Key Responsibilities</th>
<th>Agreed Achievement</th>
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<tr>
<td>Direct Service Activities</td>
<td>• Monitor the health and wellbeing of young people;</td>
<td>• Provide support to young people with substance use issues within a harm minimization framework;</td>
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<td>• Provision of support and information to young people about drugs and alcohol which is consistent with a harm minimisation perspective;</td>
<td>• Support young people to improve links with communities and other services;</td>
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<td>• Facilitate the development of basic life skills for young people;</td>
<td>• Promote a safe and friendly environment in order to facilitate the communication between young people;</td>
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<td>• Facilitate a range of responses that meet the young persons assessed needs, such as accommodation, health, food and safety, education, employment and social activities;</td>
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<td>• Support and encourage young people to develop links with other services and/or communities;</td>
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<td>• Model appropriate behaviour and facilitate positive communication between young people;</td>
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<td>• As required advocate on behalf of young people;</td>
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<td>• Facilitate groups for young people as required in consultation with other service providers such as schools and universal youth services;</td>
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<td>• Other duties as may be reasonably directed by the Manager from time to time, and which are consistent with your position.</td>
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<td><strong>Referral Networks and Pathways</strong></td>
<td>• Provide referral and links to a range of youth services including primary health, housing, legal, justice, employment/educational and recreational services; &lt;br&gt; • Develop and establish collaborative relationships with key stakeholders to enhance service co-ordination; &lt;br&gt; • Provide secondary consultation to internal and external services including schools and other universal services such as headspace centres; &lt;br&gt; • Articulate YSAS relationships based approach with relevant stakeholders; &lt;br&gt; • Attendance at regular stakeholder meetings as required.</td>
<td>• Develop collaborative partnerships with relevant stakeholders; &lt;br&gt; • Develop and maintain formal/informal networks in order to maintain positive relationships; &lt;br&gt; • Develop an understanding of YSAS practice frameworks.</td>
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<td><strong>Administration</strong></td>
<td>• Administration, data recording and financial accountability; &lt;br&gt; • Prepare client related reports as required; &lt;br&gt; • Adhere to petty cash procedures; &lt;br&gt; • Participate in regular supervision with Manager; &lt;br&gt; • Ensure relevant client files are up-to-date, accurate and meet both organizational and legislative requirements; &lt;br&gt; • Ensure OHS issues are recognized and acted upon.</td>
<td>• Complete administrative tasks, meetings and organizational procedures as requested; &lt;br&gt; • Complete reports as specified by the management team; &lt;br&gt; • Answer phones, emails, messages and where applicable respond to presenting need of caller.</td>
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| **Program Development and Evaluation** | - Contribute to continuous quality improvement in relation to service delivery;  
- Developing linkages with referral services;  
- Participation in evaluation and ongoing monitoring of the program;  
- Include young people in the evaluation of the service where appropriate;  
- Collaborate with other support services and community based activities to integrate support and provide optimal service provision. | - Ensure quality improvement is adhered with YSAS’ procedures;  
- Ensure effective service is delivered and referral pathways are specific to the specific group; |
| **Continuous Improvement** | - Contribute to continuous quality improvement in relation to service delivery.  
- Developing linkages with referral services.  
- Participation in evaluation and ongoing monitoring of the program.  
- Include clients in the evaluation of the service where appropriate.  
- Collaborate with other support services and community based activities to integrate support and provide optimal service provision. | - Ensure all work complies of the relevant legislation/ regulations, YSAS’ policies and procedures  
- Ensure confidentiality of documentation is maintained |
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| Professional Conduct and Relationship Management | • Adhere to all YSAS’ policies and procedures including the Code of Conduct, Confidentiality Agreement, EEO policy  
• Demonstrated commitment to YSAS’ organisational values  
• Provide highest ethical standards at YSAS; not only to young people in the communities we serve, but to our co-workers and ourselves  
• Undertake proactive identification and on-going management of stakeholders, including suppliers and auditors  
• Work collaboratively with staff across the organisation to ensure organisational needs are understood, recognised and responded to, as well as staff are supported in their services | • On every occasion YSAS is represented ethically and professionally.  
• Good working relationships with stakeholders  
• Organisational needs understood |

Position Requirements

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<th>Education</th>
<th>Relevant qualifications in in Youth Work, Social Work, Community Services or other health related qualifications (i.e. Social Work, Youth Work, Family Studies, etc.)</th>
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<td>Experience</td>
<td>Extensive experience in the field.</td>
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| Knowledge and Skills                          | Knowledge of and understanding of the key issues facing young people.  
• Well organised but able to flex and manage competing priorities and deadlines  
• Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills  
• Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions  
• Good judgment, able to influence others and seen as a credible source of advice |
| Personal qualities                            | A team player, able to work in a collaborative way.  
• Has tact, sensitivity and diplomacy; ability to think on feet and act proactively with discretion.  
• Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation.  
• Commitment to YSAS’ values and a working style that reflects these |
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Other Requirements

- Current Victorian Driver’s Licence
- Current and ongoing successful National Police check
- Current and ongoing Working With Children Check

Key Selection Criteria

1. Experience in working with young people with complex needs in an outreach capacity especially issues relating to problematic alcohol or other drug use;

2. Demonstrated understanding of adolescent development and an ability to practice a range of interventions, including; conducting complex assessments, care planning, review and case work / case management approaches. In addition, understanding of responding to crises, and accessing other support services;

3. Highly developed engagement and communication skills with young people from a range of backgrounds (including cultural awareness) and age groups, including the ability to model appropriate behaviours and motivate young people;

4. Demonstrated experience of participation in co-operative and collaborative work practices with other service providers (youth justice, police, child protection, out of home care providers) and community groups, including well developed liaison and networking skills;

5. Demonstrated skills in written communication, including report writing, case notes and data recording.

I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

SIGNED

__________________________________________  _______________________________________
Youth AOD Outreach Worker                  Manager, Inner Gippsland
Name:                                        Name:
Date:                                        Date: